
ICCER Newsletter - September 2016

Notes from ICCER

Hello everyone. September has been a hectic but interesting month for both Emily and me.

On September 14th and 15th, we attended the **ACCA IQ Conference**. We



shared Bow Valley College's display booth.

We put up our ICCER banner, new pens and hand sanitizer, and talked to a lot of interested people! A number of ICCER organizations presented at the Conference.

We heard Renate Sainsbury from Lifestyle Options talking about her Butterfly House project, and Nora MacLachlan and Gail

Thauberger from Bow Valley College talk

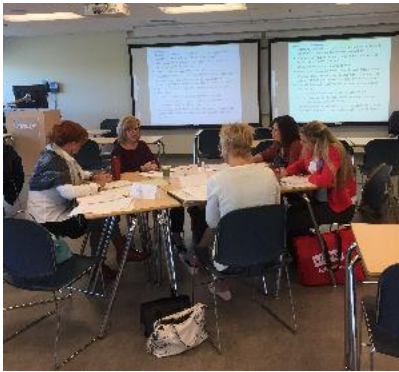
about *Connecting with people with dementia: A knowledge translation project*. Peggy Tan and Hong Mao from Wing Kei presented *A successful story of managing responsive behaviour at Wing Kei*. Peggy Tan also presented *A comparison of the effectiveness of electronic versus paper-based documentation*, an [ICCER-funded project](#), on behalf of Wing Kei and Steve Friesen from Bethany Care Society. It was great to see so many ICCER members presenting their work!

On Monday afternoon we held a **Networking Event** at the Carewest Dr. Vernon Fanning Centre in Calgary. The subject was on *How do we make Person-Centred Care more than just a task?* Our speakers included Betty Wills (Nurse Consultant, Accreditation & Quality and Safety Management), Mollie Cole (Manager, Seniors Health SCN, AHS), Darlene Manuel (Resident Care Manager, Father Lacombe Care Centre), and Karen Gayman (Director, Operations, Carewest) (see right). We had a room full of great discussion with

individuals passionate about improving the lives of residents and their families in Continuing Care.

The presentations from the event will be posted on the ICCER website soon!

We also held our first **Collaborative Practice Discussion** session at Bow Valley College in



Calgary on September 27th!



This session was open to ICCER members only. Staff from Bethany Care Society, Carewest, Extendicare and Wing Kei talked about their experiences and issues related to implementing the new *Continuing Care Health Service*

Standards. The session resulted in several ideas and tools being shared across organizations. Thank you to our table hosts, Brigette Berry (Extendicare), Gail Thauberger (Bow Valley College), and Rita Wright (St. Michael's Health Group) for facilitating such a great session!

Sandra Woodhead Lyons, PHEc

Executive Director, ICCER

Out & About with ICCER

The Alberta Association on Gerontology (AAG) has two events coming up this fall.

- **October 3rd** - Lunch and panel discussion with the Deputy Ministers of Health, Human Services, and Seniors & Housing. [Click here for registration info!](#)
- **November 17th** - Dinner and presentation from Dr. Erika Goble, NorQuest College - *Is it time to stop searching for a magic bullet? Re-examining the role of family-staff relationships in quality continuing care*. Check the ICCER website for registration information later in October!

Also on October 3rd, Sandra Woodhead Lyons will be talking with the University of Alberta's *RLS 473 - Principles and Processes in Therapeutic*

Recreation class about the *Recreation Services and Quality of Life* study that ICCER supported in 2014/15. [If you haven't read the final report, click here!](#)

Canadian Association on Gerontology (CAG) Annual Conference

ICCER will be making two presentations at [CAG 2016: Fostering Innovation in Research on Aging](#)



in Montreal from October 20th to 22nd. Sandra Woodhead Lyons will be presenting a poster, *Development of a meaningful staff development resource as a participatory activity in continuing care* (Authors: Sharla King, UofA; Steven Friesen, Bethany Care Society; Sandra Woodhead Lyons, ICCER), and a paper, *Community engagement to identify continuing care issues in rural Alberta* (Authors: Lars Hallstrom, Alberta Centre for Sustainable Rural Communities; Sandra Woodhead Lyons, ICCER; Emily Dymchuk, ICCER).

Join our Community of Practice

Music Care CoP

Many ICCER member organizations have implemented music care programs at their sites, or are interested in doing so. In a recent attempt to write a grant related to music care, it became clear that organizations need to



consider several issues before selecting a program that suites their residents' needs. To help ICCER members become more aware of the music care options and help them select a program, we have created a Community of Practice (CoP).

What is a Community of Practice?

A CoP is a group of individuals with a common purpose and interest, and discuss ideas and experiences to improve the way they practice. In this case, the CoP is focused on music care and how to best implement it into continuing care sites.

What is ICCER's role?

The success of a CoP is based on those interested in participating. ICCER will provide support and resources to the CoP as needed. ICCER will help bring together representatives from member organizations by helping to schedule meetings, provide use of the ICCER teleconference line, and establish a

resource centre available to our members.

All ICCER member organizations are welcome to participate! Staff who are interested and willing to participate, please contact Emily (emily@iccer.ca). An initial meeting was held on August 17th. A second meeting will be via teleconference on October 11th at 10:00 AM.

Meet Our Members

ICCER Steering Committee

In this issue, we are featuring Sandra Colangelo (North Zone Director, Shepherd's Care Foundation). Sandra is Chair of ICCER's KT Subcommittee.



Sandra Colangelo achieved a BSc Registered Dietitian from the University of Alberta, a post-graduate internship at the University of Alberta Hospital, and a Masters in Health Care Leadership with Athabasca University.

■ *Tell us a little about yourself:*

I have worked in B.C., Alberta, and to a small extent in Ontario. Outside of missing the sushi in B.C., Alberta is home and the best province in Canada to live and work in. I have two young children, ages 8 and 10, that fill my days with love and joy, and remind me of what is truly important in life.

- *What do you find most challenging about working in continuing care (CC)?*

Balancing my passion for seniors with meeting all the other demands of the day. I would love to see a day where we are all living Person-Centred Care for each and every one of the seniors in the CC industry. We have been talking about PCC for so long that by now we should be able to see, taste, and feel PCC every moment of the day. That is my biggest challenge; I wish I had access to a magic wand.

- *What change(s) would you like to see in CC over the next 5 years?*

The biggest change I would love to see is changing the perception of caring for the frail, vulnerable senior into a really sexy option for our upcoming health care professionals, academics, and government/regulatory officials.

- *What has surprised you most about working with ICCER?*

The openness of sharing within organizations and our collective commitment as an industry in doing the right things right.

- *What would you tell someone who is thinking about joining ICCER?*

Don't wait and don't just join; get involved wherever you can! The more you put in, the more benefit you and your organization will get.



Last Chance to Register!

Collaborative Practice Discussions

Registration is still open for ICCER's first Collaborative Practice Discussion session in Edmonton. The topic of discussion will be on implementing the new Continuing Care Health Service Standards. This session is only open to ICCER members. *Please note: a maximum of 5 staff members per organization can register to attend!*

5 October 2016

Collaborative Practice Discussion Session - Edmonton

[Click here for more information!](#)

Networking Events

Due to high demand, registration for ICCER's Speed Networking Event in Edmonton on October 6th is now closed. *[Click here for more information!](#)*

Save the date!

Upcoming Event - Wednesday, November 9th

ICCER will be hosting an education session from 9:00 AM to 12:00 PM. The session will focus on *Music Care in Continuing Care*. More information will be made available in the next few weeks!

Education/Training Opportunity

Room 217 is offering the *Music Care Certificate Program (MCCP)* - Level 1 course in Calgary on October 22-23. There is no experience required for Level 1. Level 2 courses are also scheduled for November 12-13th in Calgary! Completion of the Level 1 course is required. *[Click here for more information and course listings!](#)*

Interesting Resources

Each month we will highlight new research, policies, reports, etc. that are applicable to continuing care. If you come across materials you would like to share, please send the links to Emily (emily@iccer.ca).

- *Maintaining the Connection* is a video that can be useful for both staff and families: <https://www.youtube.com/watch?v=NTfZfhuZ2TI>
 - *Maintaining the Connection* is a whiteboard animation video that provides evidence-based strategies for communicating with a family member with Alzheimer's disease. It was created by Dr. Susan Lane as a solution to her own struggle to communicate effectively with a family member with Alzheimer's disease. The strategies are derived from Dr. Jeff Small and Dr. Jo Ann Perry's research article, *Training family care partners to communicate effectively with persons with Alzheimer's disease: The TRACED program*. The article is available here: <http://www.cjslpa.ca/detail.php?ID=1117&lang=en>
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Interested in finding out about upcoming conferences and other events? Check out the ICCER website!

<http://www.iccer.ca/events.html>



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